



COUNTY OF YORK JOB DESCRIPTION

Accounting Supervisor
Fiscal & Accounting Services
Financial & Management Services

Human Resources Division
120 Alexander Hamilton Blvd.
Yorktown, Va. 23690
Phone: 757-890-3687
Fax: 757-890-3699

GENERAL STATEMENT OF JOB

Responsible for supervising accounts receivable aspect of utility billing. Participates in the daily processing of utility billing and collections. Supervises and coordinates the work of assigned staff. Processes and administers utility billing and related accounting records. Ensures quality control of customer service. Monitors work flow, and internal processes and procedures and makes recommendations for modifications. Performs special projects. Work is performed under general supervision.

DISTINGUISHING FEATURES OF THE POSITION

As the supervisor in charge of this function, the incumbent often deals with irate citizens who do not understand the various separate bills they receive for their utilities, and who are often quite upset about fees being applied to their account. Employee must be able to maintain tact and courtesy, while enforcing the County codes.

ESSENTIAL JOB FUNCTIONS

Supervises, assigns, directs, and evaluates staff in the Utility Billing Section, recommending any needed personnel action; ensures that changes required by new ordinances are implemented in a timely fashion; responds to and resolves a wide variety of customer inquiries, problems or complaints concerning water, sewer, and/or solid waste service to include customer accounts, bills, service, connection fees, policies or procedures; ensures proper distribution of workload and smooth administrative operations of the section; follows-up on customer calls by telephone or written correspondence to explain/confirm charges, procedures or other situations.

Answers questions from staff, and makes final determinations on actions to be taken, including such things as terminating customers' water or solid waste services, removing charges from a bill, and making unusual payment arrangements with a customer. Handles the most difficult situations which arise, to include intervention with dissatisfied customers and explanations of policies, procedures and the County Ordinances.

Responsible for the billing and collection of water and sewer capital improvement projects; attends public meetings related to same; prepares and notarizes financing agreements with customers; monitors financing time frames; records agreements with York County Circuit Court; monitors mandatory payment and connection date deadlines; collects and records revenue for the CIP connection fees; coordinates any issues pertaining to customer disputes or non-conforming situations related to CIP projects with the County Attorney and Environmental and Developmental Services Department.

Creates and maintains data bases of the CIP projects.

Researches and resolves problems through a variety of methods involving an in-depth knowledge of the County Ordinances and requiring independent judgment. Checks or researches customer account information; makes adjustments to accounts as necessary. Communicates with a number of departments in order to make collections and determine property owners; researches and provides sewer connection/well account and water usage information to Hampton Roads Sanitation District.

Performs monthly audit to compare York County utility billing records against Solid Waste contractor records to insure accurate customer billing and vendor invoicing.

Coordinates billing and delinquent notices with outside vendors.

Prepares reports relating to the Utility operations; gathers data and provides statistical information to Management as needed.

Reconciles general ledger relating to connection fees for water/sewer projects and utility accounts receivable.

Develops and maintains the web site for Utility Billing.

ADDITIONAL JOB FUNCTIONS

Notifies citizens of any rate increases or changes to York County ordinances related to water, sewer, or solid waste services.

Maintains a variety of records and reports, and performs related work as needed.

ENTRY KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of accounts receivable principles and practices.

Thorough knowledge of supervisory principles and practices.

Thorough knowledge of personal computers, to include spreadsheet and word processing software.

Excellent written and oral communication skills.

Ability to deal with irate customers in a tactful manner.

Ability to identify processes and systems that need to be modified or improved.

Ability to plan and schedule work, and prioritize multiple demands on employees' time.

EDUCATION AND EXPERIENCE

Requires a bachelor's degree in accounting or a related field and 1 to 2 years of closely related experience, including some supervisory experience, preferably in accounts receivable, or any equivalent combination of education and experience.

PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, calculators, fax, scanner, typewriters, copiers, etc. Sedentary work involves sitting most of the time, but involves walking or standing for periods of time, while picking up bills and reports, or when dropping off checks, or while assisting customers at the counter. When retrieving files and records, some bending and stooping is involved. Work involves some lifting of boxes of paper, reports, and files, usually no more than 5-10 pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) or data, people or things.

Interpersonal Communications: Requires the ability of speaking to people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

Language Ability: Requires the ability to read a variety of reports, contracts, records, forms, and ordinances. Requires the ability to prepare reports and correspondence using prescribed formats and conforming to rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control, and confidence.

Intelligence: Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and/or hear.

Prepared by: _____

Date: _____

Approval: _____